

FYE 2006 Performance Measure: Agency Summary

ACCESS														2005 Actual	2006 Actual
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Materials Loaned	71,462	84,877	145,439	110,979	111,258	97,396	64,985	93,654	106,730	99,002	75,434	93,402		970,398	1,154,618
Materials Retrieved	8,007	6,978	5,904	7,702	7,037	9,492	7,774	7,532	7,918	6,786	8,554	7,463		186,392	91,147
Questions Answered	13,221	15,223	15,295	17,487	15,834	14,721	15,683	15,826	18,503	16,306	15,936	15,470		165,357	189,505
Consultations	649	696	847	283	1,817	1,740	2,127	1,854	2,316	2,075	1,560	1,908		11,024	17,872
Other Contacts/In-State	9,014	13,430	18,044	15,851	12,628	541,993	14,628	20,331	1,522,750	26,479	11,836	21,094		283,725	2,228,078
Other Contacts/Out-of State	1,281	5,742	66,003	1,953	5,633	6,012	12,500	1,154	25,512	17,974	21,281	35,506		93,209	200,551
Online Database Searches	124,261	111,121	239,150	324,505	323,669	142,203	72,872	291,397	294,196	328,006	146,680	50,133		1,846,520	2,448,193
Patrons Registered	166	149	159	184	143	118	132	244	244	215	146	151		1,857	2,051
Programs/Activities	12	8	34	33	246	19	53	19	47	39	45	37		1,419	592
Program Attendees	286	244	1,378	1,823	135,548	479	1,044	500	1,494	7,276	1,918	3,565		70,964	155,555
Tours	50	23	53	60	64	70	145	187	193	172	142	62		1,348	1,221
Tour Participants/Visitation	2,767	2,602	3,390	3,477	3,208	2,890	2,712	7,365	6,436	5,419	5,779	3,641		45,910	49,686
Facility Use	7	8	4	7	7	37	26	30	38	34	27	31		255	256
Facility Use Participants	208	183	185	229	209	570	822	1,141	1,233	6,819	787	792		2,040	13,178
Web Site Requests	1,001,614	1,089,067	1,126,020	830,094	575,712	949,808	2,137,828	811,442	952,274	777,864	692,476	574,587		6,708,953	11,518,786
SIRSI Usage	36,578	40,918	34,863	40,362	41,734	34,407	40,598	36,649	41,838	34,209	44,411	44,698		481,272	471,265
E-mailed Delivered	538,491	523,176	507,285	496,633	489,222	497,681	447,203	417,790	430,275	439,848	407,058	430,272		5,357,084	5,624,934
Newsline Calls	1,899	2,273	2,177	2,186	2,272	1,936	2,351	1,984	2,248	2,055	2,056	2,047		18,716	25,484
Total	1,809,973	1,896,718	2,166,230	1,853,848	1,726,241	2,301,572	2,823,483	1,709,099	3,414,245	1,770,578	1,436,126	1,284,859		16,246,443	24,192,972
PRESERVATION														2005 Actual	2006 Actual
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Materials Acquired/Received	8,541	11,409	9,702	11,332	7,693	6,459	13,910	6,672	7,900	6,069	6,865	6,953		78,046	103,503
Materials Withdrawn/Removed	2,229	4,849	1,257	1,484	3,140	2,052	1,988	2,115	2,641	1,466	11,260	3,247		119,337	37,728
Materials Preserved/Treated	22,006	65,490	68,636	232,546	57,741	120,373	254,142	301,545	128,089	24,222	152,531	46,375		1,551,268	1,473,696
Materials Digitized	30,364	5,914	19,072	541,215	493,349	396,723	371,739	150,429	1,224,316	1,999,319	2,149,576	646,617		486,503	8,028,633
Materials Cataloged/Described	10,957	9,516	12,895	11,203	16,572	13,355	8,913	11,253	19,406	11,542	11,277	12,536		75,256	149,425
Reproductions	7,699,637	5,667,397	5,512,013	5,131,324	6,431,577	6,489,579	5,796,186	5,802,612	6,680,946	4,933,637	7,833,630	9,070,961		67,806,213	77,049,499
Total	7,773,734	5,764,575	5,623,575	5,929,104	7,010,072	7,028,541	6,446,878	6,274,626	8,063,298	6,976,255	10,165,139	9,786,689		70,116,623	86,842,484
COLLABORATION														2005 Actual	2006 Actual
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Institutions	88	25	204	126	902	678	831	1,174	1,184	910	702	929		5,416	7,753
Programs / Activities	31	21	31	37	28	27	50	67	52	49	46	126		865	565
Program Attendees	484	963	725	717	1,650	139	858	1,524	3,937	8,144	1,271	69,012		156,738	89,424
Board and Commission Attendees	0	0	22	0	1	38	35	0	50	24	1	20		265	191
Volunteer Hours	1,719	1,890	1,877	1,960	2,091	1,715	2,233	1,976	2,234	2,022	2,272	2,098		24,807	24,086
Total	2,322	2,899	2,859	2,840	4,672	2,597	4,007	4,741	7,457	11,149	4,292	72,185		188,091	122,019
LEGISLATIVE SERVICE														2005 Actual	2006 Actual
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Materials Loaned	1	1	0	7	8	12	9	27	16	5	23	1		81	110
Legislative Contacts	100	100	148	340	265	214	1,510	1,597	1,670	1,584	1,320	301		7,992	9,149
Questions Answered	39	163	232	224	162	111	167	134	100	113	89	81		858	1,615
Tour Attendees	42	2	122	49	1	51	1,599	1,522	2,449	1,529	692	12		8,652	8,070
Equipment Loans	0	0	1	1	1	1	15	18	11	16	14	7		36	85
Facility Use	0	0	0	0	1	0	4	5	7	6	1	1		14	25
Facility Use Participants	0	0	0	0	14	0	165	127	224	24	15	42		427	611
In-Service Training Sessions	0	0	0	0	0	0	9	1	0	0	0	0		12	10
In-Service Training Attendees	0	0	0	0	0	0	34	1	0	0	0	0		72	35
Boxed Records in Storage (avg)	2,127	2,127	2,140	2,140	2,165	2,238	2,245	2,245	1,972	1,974	1,981	1,985		2,086	2,112
Library Board Attendees	0	0	0	0	50	0	0	0	0	0	0	0		45	50
Total	2,309	2,393	2,643	2,761	2,667	2,627	5,757	5,677	6,449	5,251	4,135	2,430		20,275	21,872
GRAND TOTAL														86,571,433	111,179,347
Customer Satisfaction															7.4

*See separate sheet for notes.

FYE 2006 Performance Measures
Director's Office

ACCESS													2005 Actual	2006 Actual
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Materials Loaned														
Materials Retrieved														
Questions Answered	859	1,085	1,213	1,276	1,320	1,228	1,179	1,079	1,261	991	1,109	1,031	11,787	13,631
Consultations	14	19	25	5	10	15	0	7	2	1	2	1	227	101
Other Contacts/In-State	145	142	691	1,021	494	125	299	506	936	325	411	285	8,744	5,380
Other Contacts/Out-of State	705	5,034	64,910	436	5,052	5,250	4,484	400	4,221	6,592	14,479	12,691	84,228	124,254
On-Line Database Searches	0	0	0	0	0	0	0	0	0	0	0	0		
Patrons Registered	0	0	0	0	0	0	0	0	0	0	0	0		
Programs/Activities	1	0	1	0	0	1	0	0	1	0	0	6	99	10
Program Attendees	25	0	75	0	0	30	0	0	0	0	0	115	12,683	245
Tours	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tour Participants/Visitation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use	6	4	4	6	6	2	3	1	1	5	2	2	198	42
Facility Use Participants	183	160	160	217	206	60	33	12	43	165	37	29	0	1,305
Web Site Requests	1,001,614	1,089,067	1,126,020	830,094	575,712	949,808	2,137,828	811,442	952,274	777,864	692,476	574,587	6,708,953	11,518,786
SIRSI Usage	36,578	40,918	34,863	40,362	41,734	34,407	40,598	36,649	41,838	34,209	44,411	44,698	481,272	471,265
E-mailed Delivered	538,491	523,176	507,285	496,633	489,222	497,681	447,203	417,790	430,275	439,848	407,058	430,272	5,357,084	5,624,934
Newsline Calls														
Total	1,578,621	1,659,605	1,735,247	1,370,050	1,113,756	1,488,607	2,631,627	1,267,886	1,430,852	1,260,000	1,159,985	1,063,717	12,665,275	17,759,953

PRESERVATION													2005 Actual	2006 Actual
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Materials Acquired														
Materials Withdrawn/Removed														
Materials Preserved/Treated														
Materials Digitized														
Materials Cataloged/Described														
Reproductions														
Total														

COLLABORATION													2005 Actual	2006 Actual
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Institutions	57	1	85	10	30	1	19	13	59	27	40	0	274	342
Programs / Activities	2	4	6	2	3	3	6	9	3	3	4	0	43	45
Program Attendees	96	875	200	90	375	50	73	250	350	140	290	0	10,086	2,789
Boards and Commissions	0	0	0	0	1	0	0	0	50	0	1	0	168	52
Volunteer Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	155	880	291	102	409	54	98	272	462	170	335	0	10,571	3,228

LEGISLATIVE SERVICE													2005 Actual	2006 Actual
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Materials Loaned														
Legislative Contacts	5	10	47	80	49	25	90	109	206	44	36	23	2,508	724
Questions Answered	4	135	200	160	75	25	25	28	35	25	10	15	246	737
Tour Attendees														
Equipment Loans														
Facilities Use Permits	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Facilities Use Attendees	0	0	0	0	0	0	0	14	0	0	0	0	0	14
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)														
Library Board Attendees	0	0	0	0	50	0	0	0	0	0	0	0	45	50
Total	9	145	247	240	174	50	115	152	241	69	46	38	2,799	1,526

GRAND TOTAL													12,678,645	17,764,707
1,578,785	1,660,630	1,735,785	1,370,392	1,114,339	1,488,711	2,631,840	1,268,310	1,431,555	1,260,239	1,160,366	1,063,755			
Customer Satisfaction														

FYE 2006 Performance Measures
Archives

ACCESS													2005 Actual	2006 Actual
Materials Loaned	13	3	0	2	2	1	4	2	7	3	0	3	35	40
Materials Retrieved	2,169	2,011	2,277	2,391	2,284	1,859	1,905	2,020	2,263	2,124	2,014	1,913	26,458	25,230
Questions Answered	1,907	1,916	1,943	1,928	1,915	1,797	1,806	2,083	2,011	1,950	1,939	1,818	22,860	23,013
Consultations	21	15	16	12	62	88	24	27	35	45	15	17	304	377
Other Contacts/In-State	593	5,595	1,333	5,497	1,251	9,491	2,775	7,643	1,504	8,473	1,053	1,342	14,207	46,550
Other Contacts/Out-of State	196	109	157	79	97	59	7,627	273	17,312	268	929	15,970	2,111	43,076
On-Line Database Searches	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patrons Registered	4	0	2	2	3	0	11	62	62	12	3	0	83	161
Programs/Activities	0	0	1	2	2	1	2	1	3	1	1	2	19	16
Program Attendees	0	0	27	172	38	35	58	36	67	1,200	44	45	679	1,722
Tours	0	2	0	1	2	1	1	2	3	0	1	2	29	15
Tour Participants/Visitation	202	219	198	214	195	169	171	311	293	197	171	169	3,638	2,509
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	5,105	9,870	5,954	10,300	5,851	13,501	14,384	12,460	23,560	14,273	6,170	21,281	70,423	142,709

PRESERVATION													2005 Actual	2006 Actual
Materials Acquired	762	14	9	0	3	36	1	0	243	3	55	6	563	1,130
Materials Withdrawn/Removed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materials Preserved/Treated	9,488	12,525	20,022	24,130	52,400	112,860	123,330	131,770	20,550	19,050	15,522	11,450	366,648	553,097
Materials Digitized	442	670	196	170	370	1,322	218	147	274	215	159	152	2,930	4,335
Materials Cataloged/Described	4,468	4,763	3,440	936	2,677	4,362	2,903	2,670	4,936	1,106	1,599	4,113	29,349	37,973
Reproductions	6,425	7,521	10,907	5,008	6,461	6,845	10,247	16,910	14,382	7,768	6,692	6,701	85,475	105,867
Total	21,585	25,493	34,574	30,244	61,911	125,425	136,699	151,497	40,385	28,142	24,027	22,422	484,965	701,272

COLLABORATION													2005 Actual	2006 Actual
Institutions	0	2	2	3	5	3	3	8	8	0	1	1	66	36
Programs / Activities	0	1	1	2	2	2	5	6	6	0	2	1	12	28
Program Attendees	0	8	7	94	10	6	200	335	2,212	0	52	35	3,191	2,959
Boards and Commissions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Volunteer Hours	45	56	16	30	48	58	44	38	37	24	35	63	678	492
Total	45	67	26	129	65	69	252	387	2,263	24	90	100	3,947	3,515

LEGISLATIVE SERVICE													2005 Actual	2006 Actual
Materials Loaned	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Legislative Contacts	8	3	4	7	4	2	4	6	6	4	76	5	72	129
Questions Answered	10	8	10	9	6	4	7	14	8	4	8	11	160	99
Tour Attendees	0	0	0	0	0	0	0	3	0	0	0	0	0	3
Equipment Loans	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Permits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facilities Use Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Service Training Sessions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Service Training Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boxed Records in Storage (avg)	225	225	225	225	225	225	225	225	225	225	229	233	225	226
Library Board Attendees														
Total	243	236	239	241	235	231	236	248	239	233	313	249	457	457

GRAND TOTAL													559,792	847,953
26,978	35,666	40,792	40,914	68,061	139,226	151,571	164,592	66,447	42,672	30,599	44,052			

Customer Satisfaction														7.6
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FYE 2006 Performance Measures
Braille and Talking Book Library

ACCESS	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Materials Loaned	32,470	38,785	37,894	33,983	35,073	31,169	35,176	31,631	43,566	34,556	37,808	41,447	446,802	433,558
Materials Retrieved														
Questions Answered	5,550	6,352	6,490	7,039	6,569	6,669	6,520	6,761	8,956	7,548	6,677	6,928	77,131	82,059
Consultations	0	9	2	0	0	0	0	0	0	1	3	4	10	19
Other Contacts/In-State	3,072	2,254	9,843	2,168	2,614	10,556	2,378	2,162	10,325	2,727	1,984	10,247	75,880	60,330
Other Contacts/Out-of State	3	7	7	131	0	0	2	2	116	8	230	1,020	214	1,526
On-Line Database Searches	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patrons Registered	162	149	157	182	140	118	121	137	166	171	132	142	1,774	1,777
Programs/Activities	0	0	5	7	3	3	1	4	11	3	6	1	52	44
Program Attendees	0	0	239	731	374	100	80	205	546	5,140	1,069	12	10,045	8,496
Tours	5	2	5	5	7	9	3	5	6	8	6	1	62	62
Tour Participants/Visitation	19	5	5	8	14	19	6	10	17	15	22	1	111	141
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls	1,899	2,273	2,177	2,186	2,272	1,936	2,351	1,984	2,248	2,055	2,056	2,047	18,716	25,484
Total	43,180	49,836	56,824	46,440	47,066	50,579	46,638	42,901	65,957	52,232	49,993	61,850	630,797	613,496
PRESERVATION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Materials Acquired	2,332	2,073	2,008	1,927	1,543	2,013	1,624	2,258	2,484	1,856	2,398	3,233	22,366	25,749
Materials Withdrawn/Removed	1,071	4,673	1,126	1,359	1,495	1,074	680	1,101	1,312	631	8,028	613	15,260	23,163
Materials Preserved/Treated	1,043	1,286	1,197	1,133	924	948	1,366	1,085	1,184	2,299	1,512	2,833	12,859	16,810
Materials Digitized														
Materials Cataloged/Described	250	232	190	259	174	4	3	14	248	205	358	232	2,413	2,169
Reproductions	3,212	3,876	2,706	2,116	3,316	3,334	3,139	2,902	3,364	3,269	3,538	2,860	34,738	37,632
Total	7,908	12,140	7,227	6,794	7,452	7,373	6,812	7,360	8,592	8,260	15,834	9,771	87,636	105,523
COLLABORATION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Institutions	8	10	10	10	20	8	9	10	10	10	10	10	146	125
Programs / Activities	8	10	11	10	10	8	9	12	10	10	10	10	133	118
Program Attendees	0	68	193	22	604	0	9	130	196	69	15	17	982	1,323
Boards and Commissions														
Volunteer Hours	1,521	1,659	1,677	1,742	1,851	1,491	1,972	1,768	1,998	1,843	1,984	1,742	21,442	21,248
Total	1,537	1,747	1,891	1,784	2,485	1,507	1,999	1,920	2,214	1,932	2,019	1,779	22,703	22,814
LEGISLATIVE SERVICE	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Materials Loaned														
Legislative Contacts														
Questions Answered														
Tour Attendees														
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)														
Library Board Attendees														
Total														
GRAND TOTAL	52,625	63,723	65,942	55,018	57,003	59,459	55,449	52,181	76,763	62,424	67,846	73,400	741,136	741,833
Customer Satisfaction														7.6

FYE 2006 Performance Measures
Library Development Division

ACCESS													2005 Actual	2006 Actual
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Materials Loaned	38,809	45,977	107,462	76,828	76,010	66,123	29,663	61,858	62,998	64,308	37,437	51,796	520,439	719,269
Materials Retrieved														
Questions Answered	588	1,147	1,334	924	864	804	1,084	1,055	1,479	1,168	1,515	1,176	11,937	13,138
Consultations	400	425	653	119	1,554	1,497	1,970	1,645	2,080	1,831	1,395	1,666	8,665	15,235
Other Contacts/In-State	(8) 2,731	2,927	3,921	3,548	5,221	4,485	6,458	7,135	1,006,539	7,475	6,760	6,637	39,274	1,063,837
Other Contacts/Out-of State	118	314	528	502	342	260	259	292	3,320	618	5,414	5,572	3,691	17,539
On-Line Database Searches	(10) 122,713	109,445	237,681	322,892	322,158	140,999	70,436	289,628	292,346	326,081	144,544	48,315	1,805,955	2,427,238
Patrons Registered	(11)													
Programs/Activities	4	5	18	8	226	6	29	9	13	13	21	14	141	366
Program Attendees	(13) 39	96	820	560	134,837	73	559	120	358	362	383	186	44,768	138,393
Tours	0	0	0	0	1	7	8	1	2	1	1	0	4	21
Tour Participants/Visitation	(15) 5	0	1	8	4	54	67	104	106	83	90	109	70	631
Facility Use	(17) 0	4	0	0	1	32	16	22	29	26	23	27	7	180
Facility Use Participants	(17) 0	23	25	0	3	450	584	521	771	6,524	705	737	56	10,343
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	165,407	160,363	352,443	405,389	541,221	214,790	111,133	362,390	1,370,041	408,490	198,288	116,235	2,435,007	4,406,190

PRESERVATION													2005 Actual	2006 Actual
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Materials Acquired														
Materials Withdrawn/Removed														
Materials Preserved/Treated														
Materials Digitized														
Materials Cataloged/Described														
Reproductions														
Total	0	0	0	0	0	0	0	0	0	0	0	0		

COLLABORATION													2005 Actual	2006 Actual
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Institutions	21	11	104	85	846	655	762	1,136	1,102	858	628	914	4,818	7,122
Programs / Activities	(37) 7	5	6	17	8	3	9	17	15	17	12	98	495	214
Program Attendees	(37) 203	12	283	447	574	22	339	520	924	7,307	382	61,995	140,243	73,008
Boards and Commissions	0	0	22	0	0	38	35	0	0	24	0	20	0	139
Volunteer Hours														
Total	231	28	415	549	1,428	718	1,145	1,673	2,041	8,206	1,022	63,027	145,556	80,483

LEGISLATIVE SERVICE													2005 Actual	2006 Actual
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Materials Loaned	0	0	0	0	0	0	0	0	0	0	0	0	-	-
Legislative Contacts	0	0	0	0	0	0	0	0	0	0	0	0	-	-
Questions Answered	0	0	0	0	0	0	0	0	0	0	0	0	-	-
Tour Attendees	0	0	0	0	0	0	0	0	0	0	0	0	-	-
Equipment Loans	0	0	0	0	0	0	0	0	0	0	0	0	-	-
Facilities Use Permits	0	0	0	0	0	0	0	0	0	0	0	0	-	-
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)														
Library Board Attendees														
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0

GRAND TOTAL													2,580,563	4,486,673
165,638	160,391	352,858	405,938	542,649	215,508	112,278	364,063	1,372,082	416,696	199,310	179,262			

Customer Satisfaction		
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FYE 2006 Performance Measures
Museum

ACCESS													2005 Actual	2006 Actual
Materials Loaned	0	0	0	36	0	0	0	0	0	0	0	0	252	36
Materials Retrieved	471	270	0	0	0	5	0	31	0	0	56	0	5,311	833
Questions Answered	522	727	504	606	576	608	858	972	807	607	570	603	7,465	7,960
Consultations	3	13	2	3	1	3	4	3	15	5	4	14	67	70
Other Contacts/In-State	8	17	32	30	0	515,000	0	0	500,000	5,000	30	0	136,337	1,020,117
Other Contacts/Out-of State	0	1	26	0	0	0	0	0	0	10,000	0	0	92	10,027
On-Line Database Searches														
Patrons Registered														
Programs/Activities	0	0	0	2	2	3	2	1	3	2	2	1	20	18
Program Attendees	0	0	0	55	31	148	42	23	58	111	74	2,762	567	3,304
Tours	39	16	44	45	39	47	122	170	175	146	129	50	1,143	1,022
Tour Participants/Visitation	1,641	1,432	2,352	2,440	2,149	1,839	1,174	5,761	4,889	3,884	4,410	2,278	41,583	34,249
Facility Use	1	0	0	1	0	3	7	7	8	3	2	2	20	34
Facility Use Participants	25	0	0	12	0	60	205	608	419	130	45	26	1,473	1,530
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	2,710	2,476	2,960	3,230	2,798	517,716	2,414	7,576	506,374	19,888	5,322	5,736	194,330	1,079,200

PRESERVATION													2005 Actual	2006 Actual
Materials Acquired	0	0	0	0	0	0	0	0	0	0	0	0	18	0
Materials Withdrawn/Removed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materials Preserved/Treated	2	0	1	0	0	0	0	0	0	0	56	0	283	59
Materials Digitized														
Materials Cataloged/Described	0	0	0	0	0	0	0	0	0	0	0	0	536	0
Reproductions														
Total	2	0	1	0	0	0	0	0	0	0	56	0	837	59

COLLABORATION													2005 Actual	2006 Actual
Institutions	2	1	1	5	1	1	36	7	5	15	6	4	74	84
Programs / Activities	2	1	2	2	1	2	4	8	4	4	2	1	58	33
Program Attendees	54	0	0	0	0	0	125	113	60	200	47	6,800	922	7,399
Boards and Commissions														
Volunteer Hours	40	27	90	56	30	62	131	57	64	52	123	14	540	745
Total	98	29	93	63	32	65	296	185	133	271	178	6,819	1,594	8,261

LEGISLATIVE SERVICE													2005 Actual	2006 Actual
Materials Loaned	0	0	0	0	7	11	0	0	0	0	0	0	4	18
Legislative Contacts	2	2	25	125	32	24	886	1,090	1,094	1,090	736	0	4,069	5,106
Questions Answered	4	3	6	19	8	59	72	57	37	71	53	36	186	425
Tour Attendees	42	2	122	49	0	51	1,586	1,506	2,449	1,529	678	12	8,461	8,026
Equipment Loans	0	0	1	1	1	1	15	18	11	16	14	7	36	85
Facilities Use Permits	0	0	0	0	1	0	4	4	7	6	1	1	14	24
Facilities Use Attendees	0	0	0	0	14	0	165	113	224	24	15	42	427	597
In-Service Training Sessions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Service Training Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boxed Records in Storage (avg)														
Library Board Attendees														
Total	48	7	154	194	63	146	2,728	2,788	3,822	2,736	1,497	98	13,197	14,281

GRAND TOTAL													209,958	1,101,801
Customer Satisfaction														

FYE 2006 Performance Measure Records Management Division

ACCESS	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Materials Loaned														
Materials Retrieved	3,855	2,839	2,295	2,931	3,266	6,132	4,041	4,032	3,704	3,203	4,386	3,701	132,649	44,385
Questions Answered	2,211	2,337	2,489	4,340	3,273	2,538	2,787	2,406	2,310	2,653	2,559	2,252	12,359	32,155
Consultations	210	213	146	142	188	136	128	171	183	190	139	205	1,748	2,051
Other Contacts/In-State	1,107	1,017	931	2,058	1,480	1,220	1,746	1,495	1,335	947	578	906	8,266	14,820
Other Contacts/Out-of State	140	76	216	108	63	384	23	97	243	119	164	132	1,186	1,765
On-Line Database Searches														
Patrons Registered	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Programs/Activities	7	3	8	12	11	3	11	4	13	17	13	13	90	115
Program Attendees	222	148	164	266	171	54	278	116	343	356	286	445	2,518	2,849
Tours	5	1	4	6	7	6	4	4	4	4	1	7	59	53
Tour Participants/Visitation	9	1	6	11	27	16	9	56	28	28	2	62	144	255
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	30	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	511	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	7,766	6,635	6,259	9,874	8,486	10,489	9,027	8,381	8,163	7,517	8,128	7,723	159,560	98,448
PRESERVATION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Materials Acquired	3,909	7,603	5,978	7,424	4,305	2,817	2,411	2,416	1,951	1,775	2,830	2,335	27,716	45,754
Materials Withdrawn/Removed	203	40	0	0	1,564	678	1,169	802	1,247	756	2,860	2,534	104,017	11,853
Materials Preserved/Treated	8,173	43,442	38,514	205,243	3,259	5,265	128,158	167,485	97,919	0	135,055	30,915	1,093,600	863,428
Materials Digitized	29,922	5,244	18,876	541,045	492,979	395,401	371,521	150,282	1,224,042	1,999,104	2,149,417	646,465	483,573	8,024,298
Materials Cataloged/Described	2,462	1,649	6,168	8,751	8,278	6,074	4,840	4,770	4,725	3,977	6,014	5,064	27,386	62,772
Reproductions	7,690,000	5,656,000	5,498,400	5,124,200	6,421,800	6,479,400	5,782,800	5,782,800	6,663,200	4,922,600	7,823,400	9,061,400	67,686,000	76,906,000
Total	7,734,669	5,713,978	5,567,936	5,886,663	6,932,185	6,889,635	6,290,899	6,108,555	7,993,084	6,928,212	10,119,576	9,748,713	69,422,292	85,856,498
COLLABORATION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Institutions														
Programs / Activities	12	0	4	3	4	8	16	15	14	15	14	16	120	121
Program Attendees	131	0	32	53	87	51	97	176	195	428	462	165	1,188	1,877
Boards and Commissions														
Volunteer Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	143	0	36	56	91	59	113	191	209	443	476	181	1,308	1,998
LEGISLATIVE SERVICE	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Materials Loaned														
Legislative Contacts	11	8	8	15	52	20	14	14	4	4	4	4	39	158
Questions Answered	11	6	6	12	52	20	18	14	0	0	0	0	26	139
Tour Attendees														
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions														
In-Service Training Attendees														
Boxed Records in Storage (avg)	1,902	1,902	1,915	1,915	1,940	2,013	2,020	2,020	1,747	1,749	1,752	1,752	1,867	1,886
Library Board Attendees														
Total	1,924	1,916	1,929	1,942	2,044	2,053	2,052	2,048	1,751	1,753	1,756	1,756	1,932	2,183
GRAND TOTAL	7,744,502	5,722,529	5,576,160	5,898,535	6,942,806	6,902,236	6,302,091	6,119,175	8,003,207	6,937,925	10,129,936	9,758,373	69,585,092	85,959,127
Customer Satisfaction														7.4

FYE 2006 Performance Measures
Law and Research Library

ACCESS	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Materials Loaned	170	112	83	130	173	103	142	163	159	135	189	156	2,870	1,715
Materials Retrieved	1,512	1,858	1,332	2,380	1,487	1,496	1,828	1,449	1,951	1,459	2,098	1,849	21,974	20,699
Questions Answered	1,584	1,659	1,322	1,374	1,317	1,077	1,449	1,470	1,679	1,389	1,567	1,662	21,818	17,549
Consultations	1	2	3	2	2	1	1	1	1	2	2	1	3	19
Other Contacts/In-State	1,358	1,478	1,293	1,529	1,568	1,116	972	1,390	2,111	1,532	1,020	1,677	1,017	17,044
Other Contacts/Out-of State	119	201	159	697	79	59	105	90	300	369	65	121	1,687	2,364
On-Line Database Searches	1,548	1,676	1,469	1,613	1,511	1,204	2,436	1,769	1,850	1,925	2,136	1,818	40,565	20,955
Patrons Registered	0	0	0	0	0	0	0	45	16	32	11	9	0	113
Programs/Activities	0	0	1	2	2	2	8	0	3	3	2	0	26	23
Program Attendees	0	0	53	39	97	39	27	0	122	107	62	0	696	546
Tours	1	2	0	3	8	0	7	5	3	13	4	2	51	48
Tour Participants/Visitation	891	945	828	796	819	793	1,285	1,123	1,103	1,212	1,084	1,022	364	11,901
Facility Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Use Participants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web Site Requests														
SIRSI Usage														
E-mailed Delivered														
Newsline Calls														
Total	7,184	7,933	6,543	8,565	7,063	5,890	8,260	7,505	9,298	8,178	8,240	8,317	91,071	92,976
PRESERVATION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Materials Acquired	1,538	1,719	1,707	1,981	1,842	1,593	9,874	1,998	3,222	2,435	1,582	1,379	27,383	30,870
Materials Withdrawn/Removed	955	136	131	125	81	300	139	212	82	79	372	100	3,257	2,712
Materials Preserved/Treated	3,300	8,237	8,902	2,040	1,158	1,300	1,288	1,205	8,436	2,873	386	1,177	77,878	40,302
Materials Digitized	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materials Cataloged/Described	3,777	2,872	3,097	1,257	5,443	2,915	1,167	3,799	9,497	6,254	3,306	3,127	15,572	46,511
Reproductions														
Total	9,570	12,964	13,837	5,403	8,524	6,108	12,468	7,214	21,237	11,641	5,646	5,783	124,090	120,395
COLLABORATION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Institutions	0	0	2	13	0	10	2	0	0	0	17	0	38	44
Programs / Activities	0	0	1	1	0	1	1	0	0	0	2	0	4	6
Program Attendees	0	0	10	11	0	10	15	0	0	0	23	0	126	69
Boards and Commissions														
Volunteer Hours	113	148	94	133	163	105	86	113	135	104	130	279	2,148	1,601
Total	113	148	107	158	163	126	104	113	135	104	172	279	2,316	1,720
LEGISLATIVE SERVICE	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	2005 Actual	2006 Actual
Materials Loaned	1	1	0	7	1	1	9	27	16	5	23	1	77	92
Legislative Contacts	74	77	64	113	128	143	516	378	360	442	468	269	1,304	3,032
Questions Answered	10	11	10	24	21	3	45	21	20	13	18	19	240	215
Tour Attendees	0	0	0	0	1	0	13	13	0	0	14	0	155	41
Equipment Loans														
Facilities Use Permits														
Facilities Use Attendees														
In-Service Training Sessions	0	0	0	0	0	0	9	1	0	0	0	0	12	10
In-Service Training Attendees	0	0	0	0	0	0	34	1	0	0	0	0	72	35
Boxed Records in Storage (avg)														
Library Board Attendees														
Total	85	89	74	144	151	147	626	441	396	460	523	289	1,860	3,425
GRAND TOTAL	16,952	21,134	20,561	14,270	15,901	12,271	21,458	15,273	31,066	20,383	14,581	14,668	219,337	218,516
Customer Satisfaction														7.0

FYE 2006 Performance Measures – Notes

ACCESS	
5: Materials received	Exceptional request from Dept of Revenue in FY 2005 inflated last year's numbers for RMD by approximately 100,000
8: In-state contacts	Increase include's substantial coverage of One Book Arizona in the <i>Arizona Republic</i> , the Archive's participation in National History Day, and extensive coverage of the Museum's Pearl Harbor remembrance and exhibit openings.
9: Out-of-state contacts	Increase reflects Pearce-Moses visibility as president of Society of American Archivists, including disaster recovery efforts. Mention Archives increase (1940%+).
10: Online databases	Increased use due to heavy statewide promotion.
13: Program attendees	Significant growth in Arizona Reads program.
17: Facility use	Significant growth in use of the Carnegie for meetings.
18: Website	
21: Newslines	Increased publicity resulted in a 36.2% growth in the number of calls to Newslines newspapers over the phone.
Preservation	
26: Materials withdrawn/removed	Exceptional request from Dept of Revenue in FY 2005 inflated last year's numbers for RMD by approximately 100,000 Braille and Talking Book Library items withdrawn increased significantly due to weeding and compacting the collection to make room for new books because mobile shelving had reached capacity.
27: Materials preserved/treated	Archives made an exceptional push in this area, processing nearly 200,000 more items this year, and increase of 32%.
28: Materials digitized	Special Scottsdale PD report back file conversion project by RMD (7,315,625 images).
Collaboration	
36: Program Attendees	Reduced participation in OneBook Arizona reflects loss of staff due to medical leave.

LEGISLATIVE SERVICE

Boxed Records in Storage (avg)

FYE 2006 Performance Measures – Specific Division Notes

Director's Office

- 8 Death of Ken Evans and the transfer of responsibility for Carnegie to LDD resulted in drop in in-state contacts.
- 9 Pearce-Moses' service as president of Society of American Archivists increased out-of-state contacts
- 12-13 Numbers for programs and activities were reversed with attendees in last year's numbers. Fixed this year, hence differ from last year's reports.
- 16 Error in last year's PM counted two months of program attendees as programs. Corrected in this year's sheet, but not last year's.
- 36 Drop due to transfer of responsibility for Carnegie programs to LDD.

Archives

- 8 Includes web hits to the National History Day website and responses to questions on email discussion lists.
- 13 Includes NHD attendees at state competition.
- 25 This has been a particularly busy year for records transfers.
- 27 Several volunteers helped process photos and papers this year.
- 43 NHD letters to legislators

BTBL

- 9 Staffed a booth for the National Library Service at a conference in Las Vegas, Nevada. This was a one-time event that increased out-of-state contacts and will not occur every year.
- 21 Increased publicity resulted in a 36.2% increase in the number of calls to Newsline newspapers over the phone.
- 26 Number of items withdrawn increased significantly due to weeding and compacting the collection to make room for new books because we had reached capacity in the mobile shelving.

Law and Research Library

- 4 Lower # of materials loaned through ILL. Next year we will add copies needed by libraries for reference requests & sent via mail or fax. Agency putting AMP (AG's opinions) and more databases available to remote users.
- 6 Carnegie stats in last FY's. Genealogy librarian not on staff for first 3 months of FY. Lesser number of questions reported.
- 7 Brought in line with counting consultations, such as ILL consultations. Also AMP added to this figure.
- 10 Corrected from last year to remove the double count on LDD provided databases.
- 11 We began counting Patrons Registered in February.
- 12 Fewer genealogy presentations due to Daniela retiring and Lorin starting.
- 27 Fewer number of newspapers being treated due to staff shortages in other divisions.

Library Development Division

- 8 Arizona Republic circulation figures for two days that ran articles about OneBookAZ.
- 10 Only FirstSearch usage is reported for June. Statewide contract for ABI/INFORM and Sanborn Maps expired May 31, 2006. Use up due to heavy statewide promotion.
- 11 WebJunction total registered users to date. Next FY they will be monthly figures.
- 13 Arizona Reading Program participants (134,254)
- 15 Public Access Computer usage at the Carnegie Center from December 2005-June 2006
- 17 Responsibility for Carnegie transferred to LDD in December 2005; earlier numbers in Director's Office.
- 36 Reduced participation in OneBook Arizona reflects loss of staff due to medical leave.

Museum

- 4-5 Collections manager, Lisa Beyer completed work in August. New curator, Brenda McLain did not start until December and focus was exhibits since Lisa had done a great deal of collections work in FY 2005.
- 6 August phone calls spike as teachers called for tours and were directed to new online reservation system.
- 8 Reflects media coverage of the Pearl Harbor Remembrance. March & April reflects media coverage of new exhibit openings, TV Show "Oliver"
- 9 Brenda McLain's article published in the American Indian Art Magazine Summer 2006 issue.
- 13 Nov-June visitation for traveling exhibit at MacFarland State Park
- 16 Many activities have outgrown space available in Museum Lounge for example both Game & Fish and the Dairy Council hold their events on the lawn instead of the lounge.
- 25-30 See 4 above
- 36 June reflects collaboration with AASLH and ACM photos and information in conference brochures
- 38 Shows volunteers helping with the Museum Feasibility Study July through Oct. Dec and Jan was increased tours and training.
- 42 11 items are in an exhibit in the Senate. 7 items were loaned to the House to decorate conference rooms.
- 44 Reflects increased interest of Legislators and legislative staff in museum events and tours.

Records Management Division

- 5 Exceptional request from Dept of Revenue in FY 2005 inflated last year's numbers by approximately 100,000
- 16 With facility filled with records, no longer possible to hold training at the Records Center.
- 25 Exceptional transfers approx 20,000 boxed from Department of Corrections (inactive inmate medical records, inactive inmate records); Department of Water Resources; Board of Nursing.
- 26 Exceptional request from Dept of Revenue in FY 2005 inflated last year's numbers by approximately 100,000
- 27 Received more film from ADOT, ASU and NAU in FY2005.
- 28 Special Scottsdale PD report back file conversion project (7,315,625 images).